

Product Life Cycle Policy

To ensure we provide innovative solutions, Fortinet products are periodically discontinued. This life cycle policy provides customers with the required information to ensure a seamless migration to next-generation Fortinet solutions. A product is defined as;

- All hardware products and the associated appliance services such as FortiCare and FortiGuard
- Software, which is any and all software produced and/or sold by Fortinet, such as hardware operating systems firmware, for example FortiOS, as well as applications installed on customer owned systems for example FortiClient.
- Appliance services, including FortiGuard branded subscription services, provided by Fortinet and which can be run on authorized devices and/or software clients
- All other services, referred to as "Stand-alone" services which are linked to a specific set of deliverables, an example would be Premium Technical Support.

End-of-Life Notifications

As a product approaches the end of its active selling phase, Fortinet will publicly communicate the End-of-Life ('EOL'). This will be in the form of a notification and will in general indicate how and when the product is to be withdrawn from sale and support. EOL notifications may also contain other information such as the recommended replacement product(s).

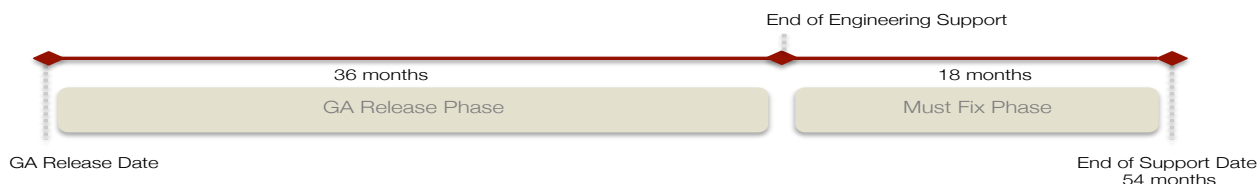
End of life information is posted to the support web site located at ;
<https://support.fortinet.com/Information/ProductLifeCycle.aspx>

Lifecycle Milestones

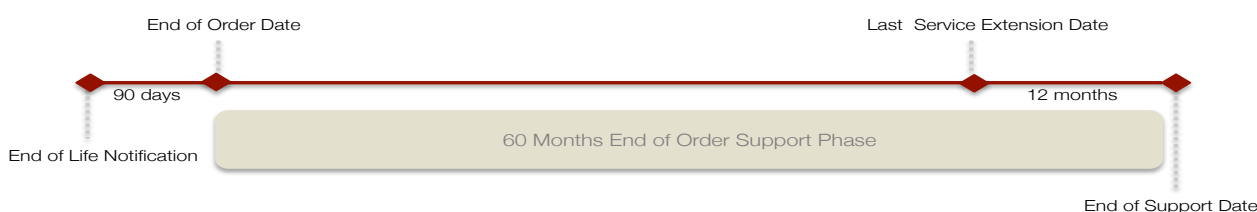
The lifecycle events covered in this policy generally follow the milestones outlined below:

1. General Availability Date (GA): The date at which a product is made generally available to the public and service contracts are available for purchase.
2. End of Life Notification (EOLN): An EOLN contains information regarding the end of support and the last order date. For firmware, the EOL date is normally available on the GA date.
3. End of Order Date (EOO): The EOO date is the last date on which a product may be ordered. After this date the product is no longer available for sale. Fortinet will provide a minimum of ninety days advance notice of the relevant EOO date by publishing an EOL notification. For standalone services the EOO is the Last Extension Date.
4. Last Service Extension Date (LSED): The last date at which a service extension will be accepted for an existing contract, for a hardware or software product, that is no longer available for purchase. For software and hardware products a) no service contracts may be extended past the EOS date and b) the last service extension date is 12 months before the EOS date for the relevant product. For a stand-alone service the last service extension date is 90 days after the end of life notification.
5. End of Engineering Support for Software (EOES): The date beyond which Fortinet no longer commits to provide engineering support for software. After this date the software enters a must-fix support phase, during which, maintenance builds will only be produced for industry wide critical issues and PSIRT vulnerabilities. The EOES date is generally 36 months after the GA date.
6. Final Firmware Release (FFR): The last release of firmware operationally supported on a specific hardware product. The FFR remains in a must-fix support phase until the EOS date of the applicable hardware product.
7. End of Support Date (EOS): The final milestone in the lifecycle is the End of Support date. After this date Fortinet, will not sell, manufacture or improve the product and is under no obligation to provide support services. In general the EOS takes place as follows:
 - Hardware - 60 months after the EOO Date
 - Software - 54 months after the GA date
 - Stand Alone Services – on the service contract termination date

Software & Firmware Life Cycle



Hardware and FortiCare Service Contract Life Cycle



Stand-Alone Service Life Cycle



FortiGuard™ Subscription Service Guidelines

For Subscription Services the following guidelines should be noted;

- Future enhancements may require a firmware update, and where products have already entered the EOO or EOES phase, Fortinet reserves the right to introduce new capabilities only in conjunction with a firmware update.
- Fortinet provides updates, for supported firmware releases only, but reserves the right to extend beyond the EOS date at Fortinet's discretion.

Policy Amendment Guidelines

This policy is subject to the following conditions:

- Fortinet may continue to make services available beyond the standard periods outlined above and reserves the right to charge additional fees for continuing support services on any discontinued products or services.
- Fortinet reserves the right to amend support service offerings available for renewal under this policy at any time at its sole discretion, with or without notice.

Effective: June 2016
Ref: 875-111 v2.10

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